



Round House Café Customer Feedback

Questions, Comments, Kudos & Klouts Apr 1, 2014

WE'RE HAVING A PARTY!

The Café turns FIVE
On Monday April 14th

[Details at this link](#)



Stuff the Bin for Chances to Win



Five Years = 50 Great Prizes!

Grand Prize:

60" Flat Screen TV!

This morning's daily Café email reminded me. I keep intending to let you know how much I appreciate having the Café here at Two Waters. I eat there frequently, so it's good to have the variety of options available, and the food is always great. You have some really fantastic people working in the Café and everyone is always so helpful and nice. They go above and beyond to be sure we get food we will enjoy. I just wanted to let you know how much I appreciate the Café and the people that work there. ☺
Thank you for the kind words and compliment. We shared your email with our staff at our daily meeting. Thanks again for the feedback.

I walked all the way over to the Café for a breakfast burrito and there were no tortillas. Why doesn't the Café have a backup plan for this known problem? Thank you for the feedback and we appreciate your frustration. You should know that there is actually a backup plan in place for times when our own Café staff is unable to produce hand-made tortillas on any given day due to illness or other unforeseen circumstances. On this particular day – for the first time in five years – the backup plan failed. We have several Community Members who make tortillas from their homes – and they were all unable to assist on the same day. ☹ Unfortunately, we had to use "plain refrigerated tortillas" from the store. They were much smaller and the only thing we could do is sell them for \$3, but we were all understandably disappointed. As a result, we have cross-trained more staff to cover the Chumuth when the situation comes up again. Thanks again for your feedback, and understanding. Hope this information helps.

Just had the made to order New England Clam Chowder and not so good – don't think it was cooked long enough because the veggies (potatoes, peppers) were kind of still hard – and there was not enough of the creamy soup part – had to throw it out after one or two bites. First thing I've had at the Café that was really bad. Thank you for letting us know. We shared your feedback with our Chef and invited you to have a free meal on us with our apologies. Glad to know you've only had one clinker in five years! ☺

Thank you for promoting our department bake sale(s) and hosting other events in the Café. We really appreciate your efforts and partnership in being so willing to accommodate our fund raising efforts. The photo emails always seem to come out at just the right time. Thanks again for all your help. You are welcome. We strive to provide quality service to all of our customers, whether or employees or visitors. Every event we hold in the Café, no matter how small, increases our sales. We appreciate your continued support by holding your department activities in the Café. Keep 'em coming! ☺

By any chance, could the Café television be set to watch the NCAA tournament games? I think Arizona plays at 11 am (March 21st...) Thank you for asking. We periodically get specific requests to set the Café television to watch specific sporting events. As long as they are on a network we carry, we can do it. In this case, Arizona's game was on TBS, which is not included in the Café satellite package. The satellite provider considers the Café a public restaurant and the charges for extra channels that carry sports events (such as ESPN, the Golf Channel, TBS and others) is several hundred dollars per month – instead of several hundred dollars per year. Always feel free to ask – if we have the channel your event is on, we'll put it up on the screen. We were able to show some of the NCAA games broadcast on CBS. But hey – we're all supposed to be working anyway, right? ☺

Kudos & Klouts (Customer Comments and/or Suggestions)

- The Mediterranean menus this week have been fantastic! Serve more of THAT please! Yummy...
- I finally won a prize in the contests! Thanks – my grandkids will enjoy the chocolate!
- French toast was extra soggy today. Don't know what happened (We gave you a free breakfast! Thanks for letting us know)
- The pot pie was delicious!
- Bananas Foster French Toast didn't have any bananas...very disappointed (Miscommunication on preparation; you got credit)
- Broccoli hasn't been on salad bar in a while. Can it be put back on?
- Lemon slices at beverage station tasted like onion (Thanks for letting us know. We corrected)
- Today's chicken soup was delicious. Best ever! Even better than my mom's!
- (Two comments) today's oatmeal tasted a little burnt or scorched (Bad batch; thanks for letting us know; we replaced)
- Milk at Java City was mislabeled and I got skim by mistake (thanks for letting us know, we corrected)
- Overcharged for chili dog (we gave you a credit)
- The Korean BBQ earlier this week was very disappointing. Fatty meat and not much flavor
- Nutritional info wrong on corned beef – portion says 4 ½ pounds! (We corrected – thanks for letting us know! ☺)
- The Café catering team always does a good job. Thank you for the great food and service. Especially the "last minute" help!
- We've been out of French Vanilla creamer for a while. We let you know and you brought us some! Thanks! You made our day!
- Thank you for putting all of the extra (department and Community-type) information in the emails. Like to be informed. Thanks.

To submit your feedback...

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov

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